

I CLAIM:

1. A system for distributing information over communications systems, comprising:
 - a question database containing a plurality of questions, where each question is related to the information to be distributed;
 - a solution database containing a plurality of solution elements, where each solution element is related to the information to be distributed;
 - a set of protocols linking at least one of the questions in the question database with at least one of the solution elements in the solution database;
 - a user information system for allowing a user to enter user data related to the user;
 - a selecting system for allowing the user to select one or more questions from the question database to generate a set of selected questions; and
 - a filtering system for generating a customized list of solution elements based on the selected questions, the set of protocols, and the user data such that the customized list of solution elements contains at least one solution element specifically related to the user.
2. A system for distributing information as recited in claim 1, in which:
 - the protocols further comprise weighting data that relate the solution elements to the questions; and
 - the filtering system generates the customized list of solution elements further based on the weighting data.
3. A system for distributing information as recited in claim 1, in which the filtering system generates the customized list of solution elements further based on the number of times the solution elements are associated with the selected questions by the protocols.